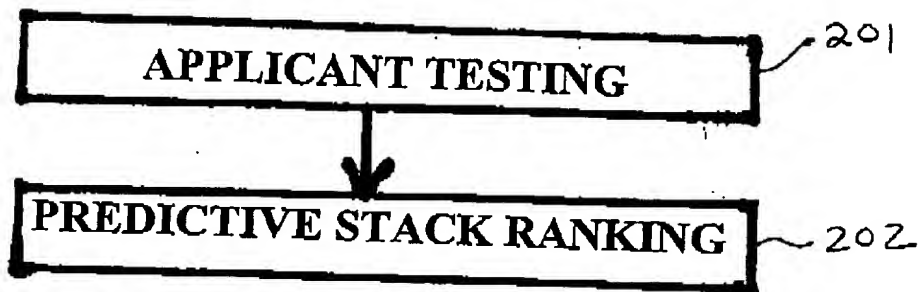
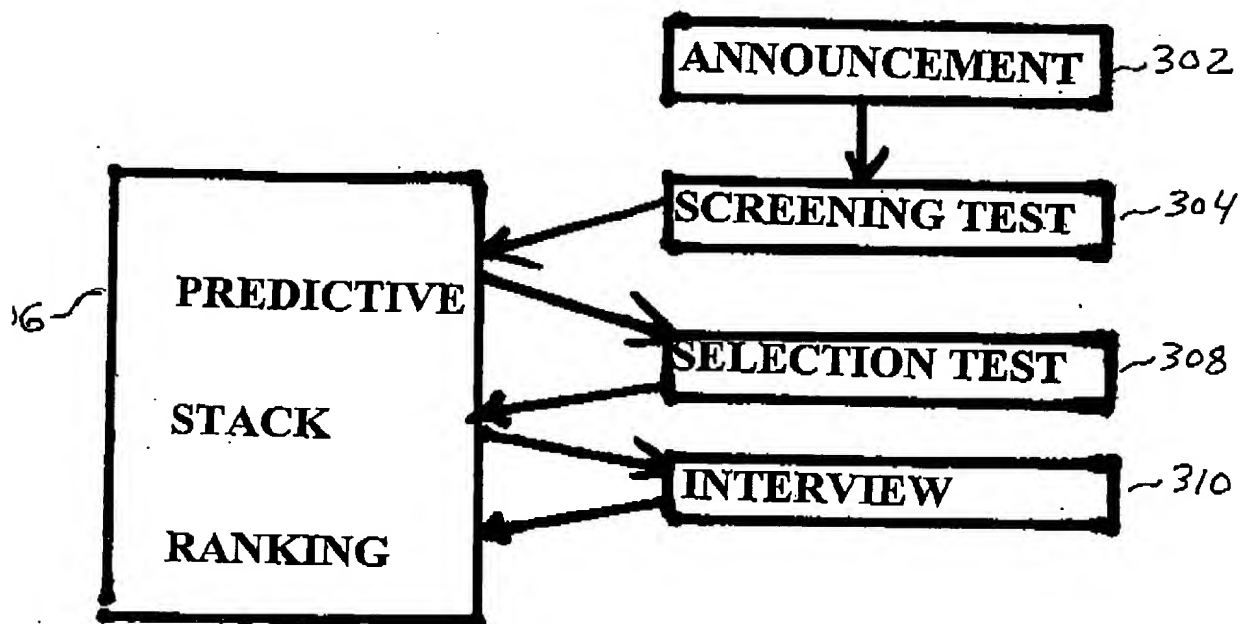
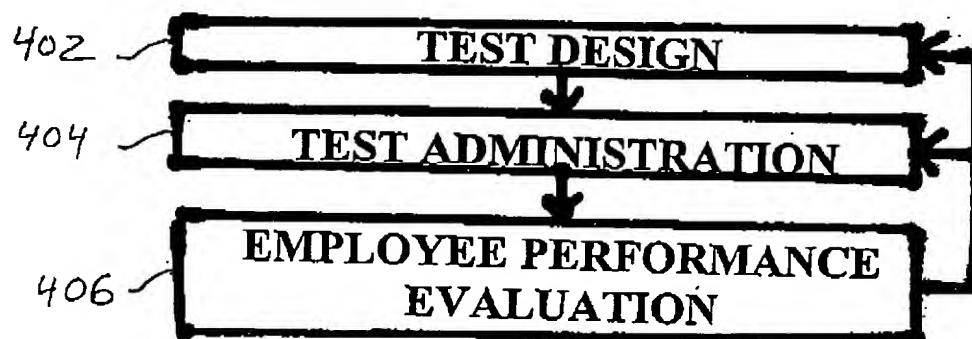


**FIGURE 2****FIGURE 3****FIGURE 4**

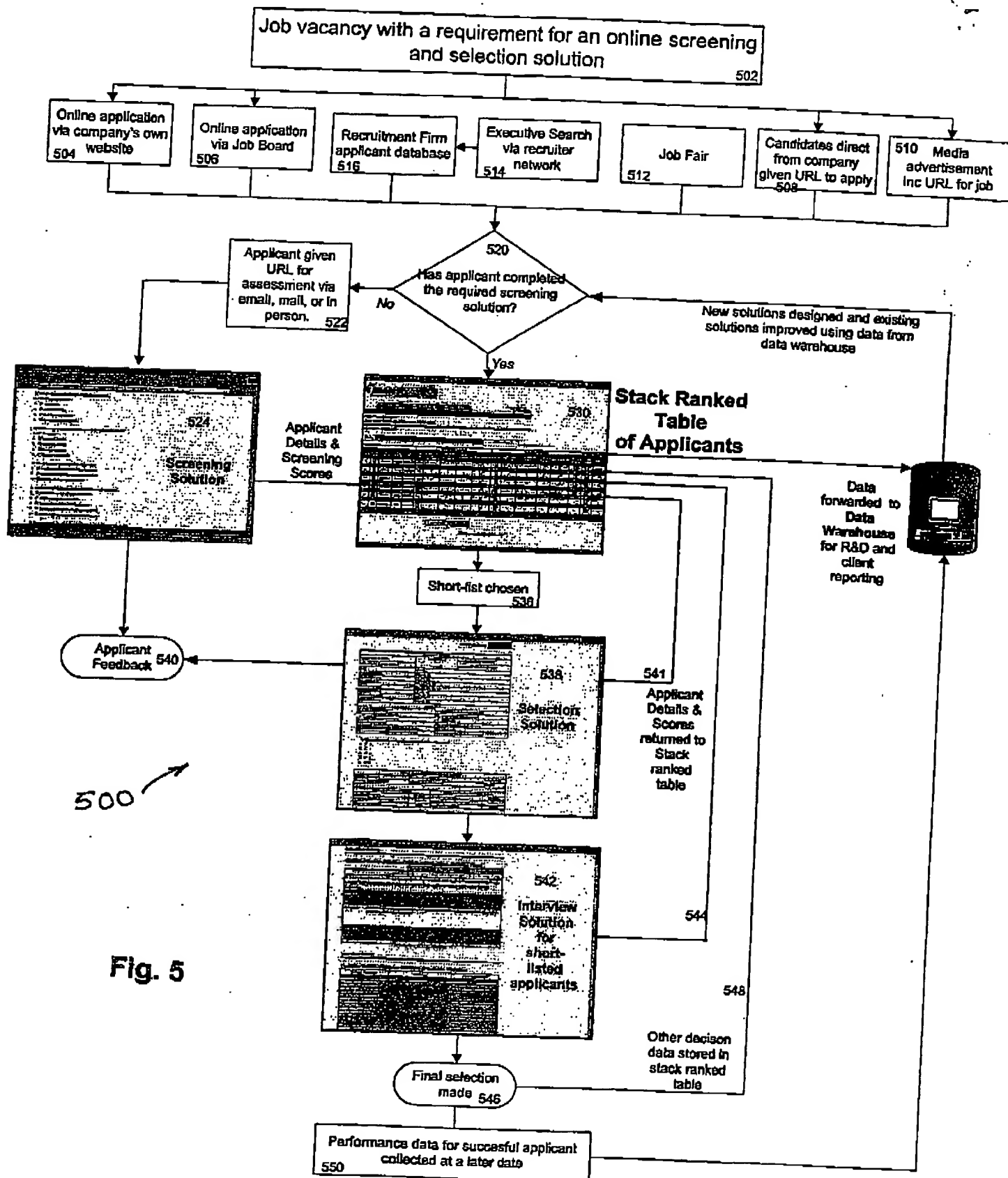


Fig. 5

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- What is the highest grade you **FINISHED** in school?
  - ☐ 11th grade or lower
  - ☐ 12th grade
  - ☐ 1 year of college
  - ☐ 2 or 3 years of college
  - ☐ College graduate or higher
- What were your grades like during your last two years in school?
  - ☐ Mostly A's
  - ☐ Mostly A's and B's
  - ☐ Mostly B's and C's
  - ☐ Mostly C's and D's
  - ☐ Mostly D's and below
- On a job, which would you generally prefer?
  - ☐ I would like when my instructions are clear
  - ☐ I would like when there are no interruptions
  - ☐ I would like when I'm in the mood
- Which kind of employee do you believe is poorest - one who:
  - ☐ Refuses to work far more of overtime
  - ☐ Gets work and doesn't call in
  - ☐ Is a few minutes late almost every day
  - ☐ Takes too long to do small company projects
  - ☐ Works much slower than others on the job
- What do you think about what you will come to do in the near future, you:

~600

Fig. 6

**TRANSWORLD**

VIEW CREATE BUILD

Application Records

Job Title: Customer Service Associate

702 704 706 708 710 712 714 716 718 720 722 724 726 728 730 732 734 736 738 740

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Rank	View	Last	First	Date	App.	Location	Customer	Self	Recommend	Customer	Conscientious	Problem	Recommend	Entered	Enter	Interview
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CONFIDENTIAL

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Time Remaining: 00:00

Customer Contact		
Name: Mary G. Public	Today's Date	Account Number: 1234567
Address: 18 E. Pine Avenue	5/8/2004	Telephone: 1-310-545-7272
Date	Memo	
01/20/2000 Jan	CO, AG, 87	
02/03/2000 Mar	LT, AR, 23	
03/17/2000 Mar	CO, LY, RE, 83	
07/05/2000 May	CO, AB, LY, 76, 83	
08/27/2000 May	LT, AR, 45	
08/27/2000 June	CO, RD, 87	
07/27/2000 July	CO, AR, 15	
Memo Codes		
LT: Last Payment Received	AR: Last Payment Due on Card	
AB: Account Balance Inquiry	RD: Return of Merchandise	
LY: Last Statement Balance	RE: Return of Merchandise	
CO: Account Opening	LY: Last Statement Balance	
CO: Account Closing	LY: Last Statement Balance	
CO: Account Opening	LY: Last Statement Balance	
CO: Account Closing	LY: Last Statement Balance	
CO: Account Opening	LY: Last Statement Balance	
CO: Account Closing	LY: Last Statement Balance	

802

L: What is the new number of requests for account transfer?

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**Fig. 8**

Interview Guide												
Customer Service Solutions Call Center Customer Response Form												
Agent Name		1	2	3	4	5	6	7	8	9	10	11
<p>1. Complete the survey to help us improve our service. We appreciate your feedback and will use your comments to help us provide better service to our customers.</p> <p>2. Please rate the agent's performance on the following scale:</p>												
904	<p>3. Please provide any additional comments or suggestions.</p>											
906	<p>4. Please provide any additional comments or suggestions.</p>											
908	<p>5. Please provide any additional comments or suggestions.</p>											

Interview Guide												
Customer Service Solutions Call Center Customer Response Form												
Agent Name		1	2	3	4	5	6	7	8	9	10	11
<p>1. Complete the survey to help us improve our service. We appreciate your feedback and will use your comments to help us provide better service to our customers.</p> <p>2. Please rate the agent's performance on the following scale:</p>												
<p>3. Please provide any additional comments or suggestions.</p>												
<p>4. Please provide any additional comments or suggestions.</p>												
<p>5. Please provide any additional comments or suggestions.</p>												

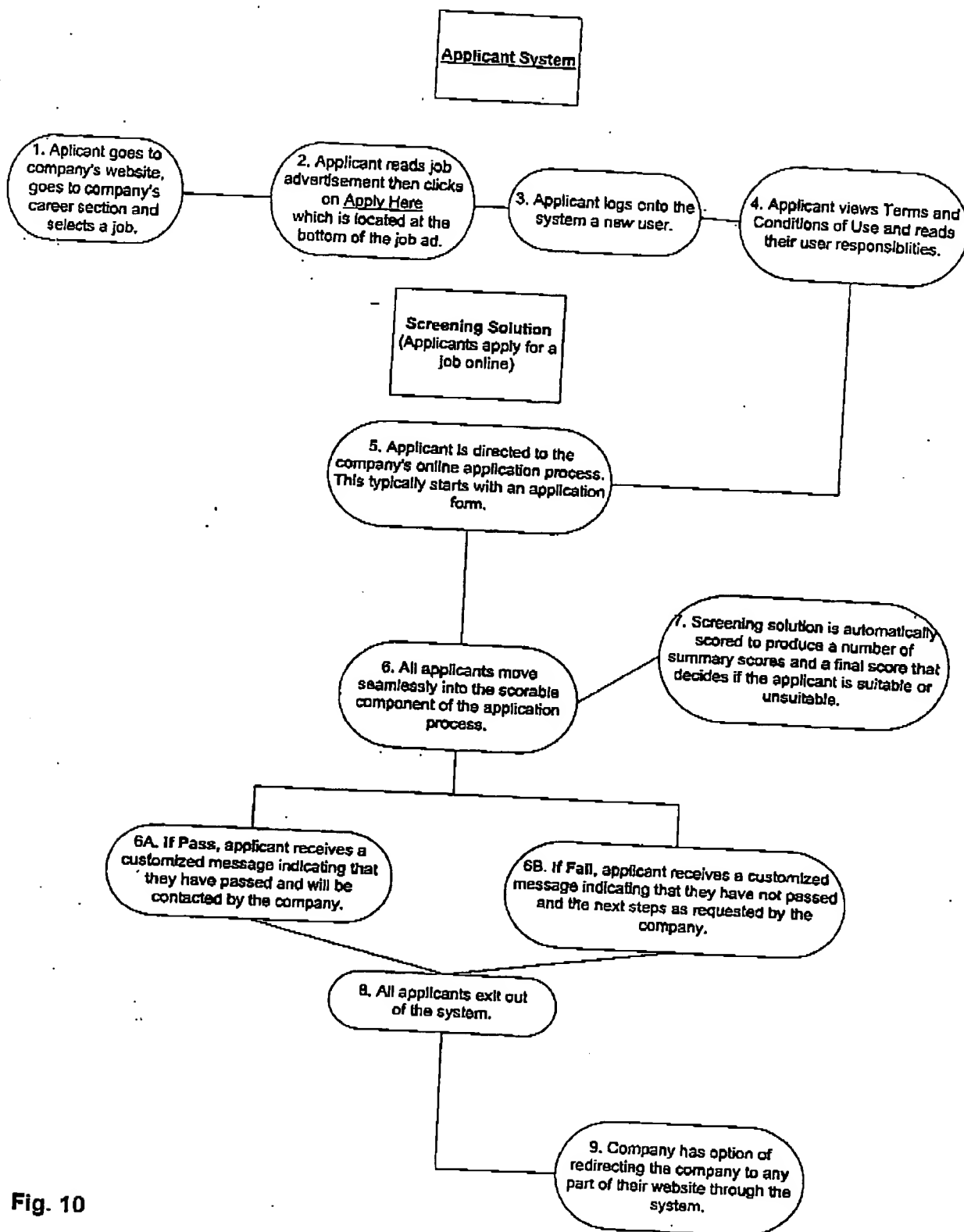


Fig. 10

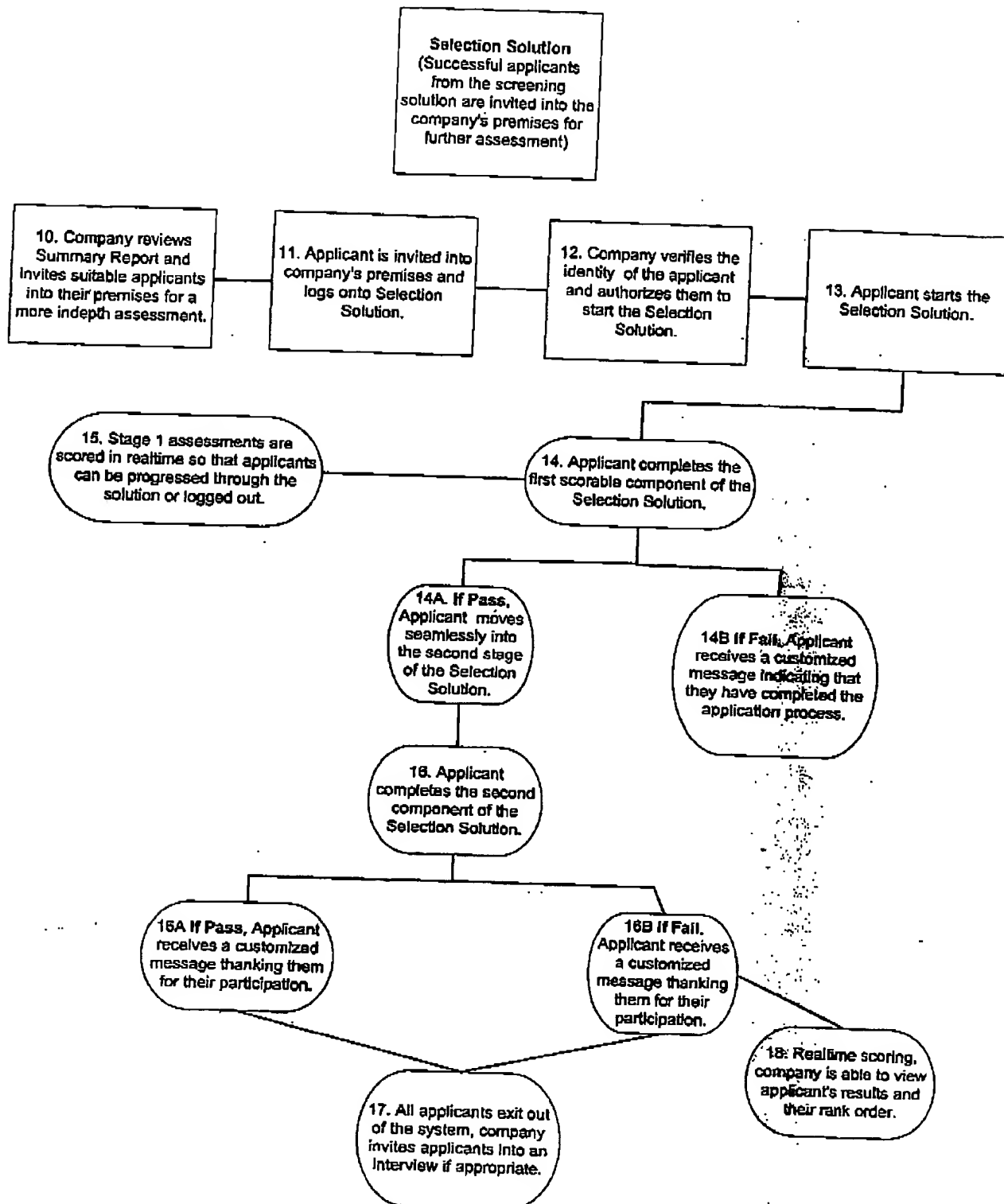


Fig. 11

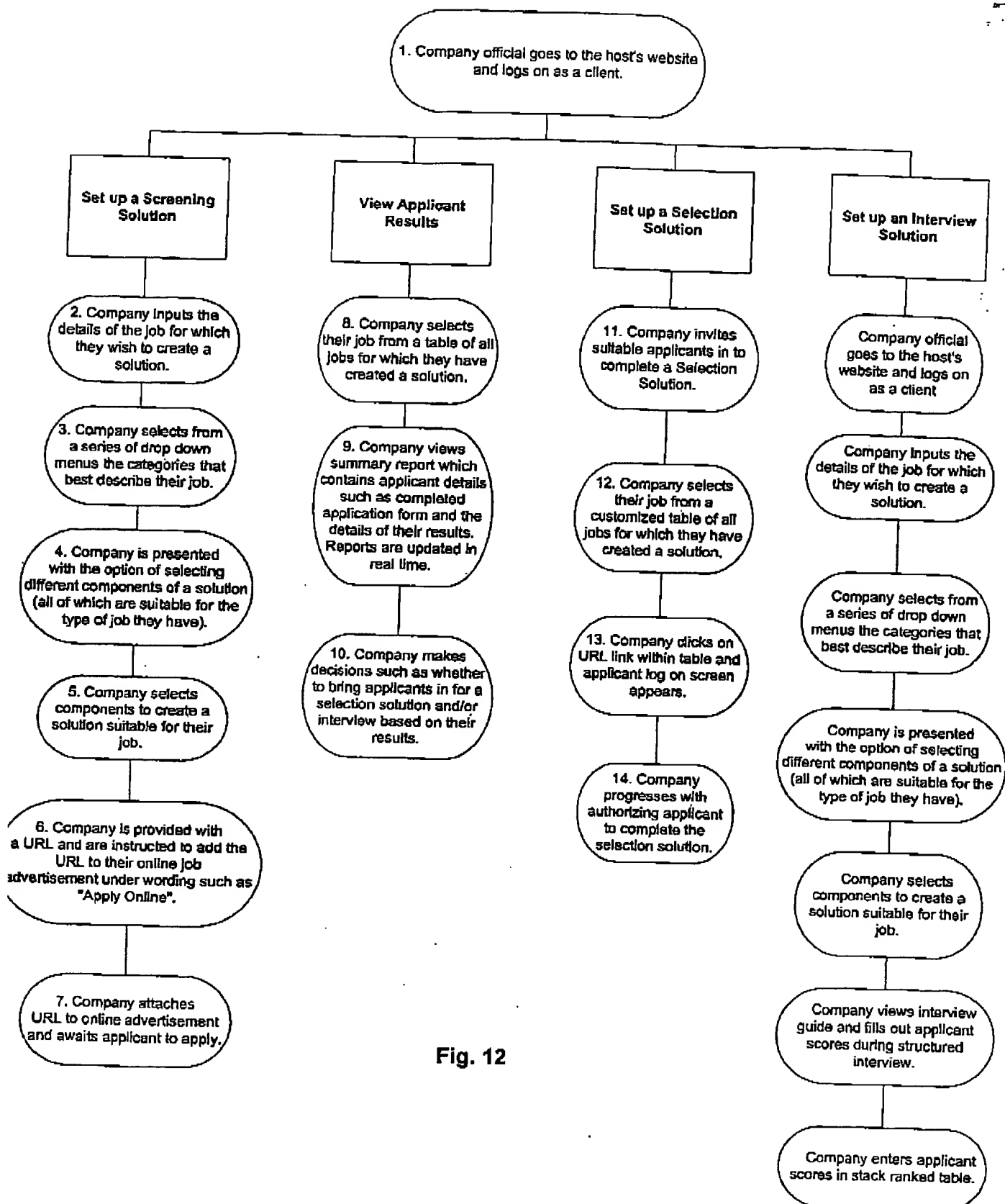
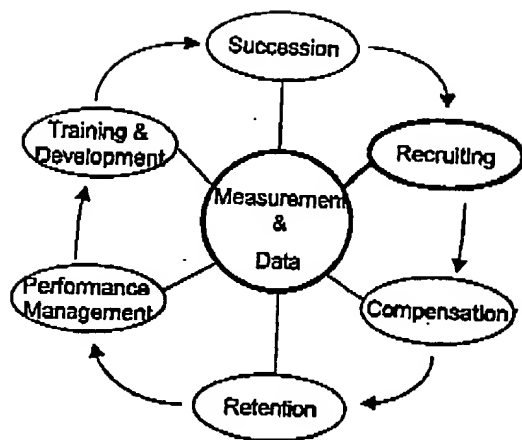


Fig. 12



**Fig. 13**

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